



Position Title:	Director Network & Telecommunication Services	
Reports To:	Associate Vice Provost, Enterprise Operations	
Department:	Information Technology	Job Code: 0260
Prepared By/Date:	Carol Flynn/05-2007	Job Group: PEC
Approved By/Date:	Karl Herelman/07-2007	Salary Grade: 18
Revised:	Jennifer C. Brito/08-07-2009	FLSA Status: Exempt

Summary:

The Director of Network and Telecommunication Services is responsible for managing the college's data center, systems, networking, and voice/data operations.

Essential Duties and Responsibilities:

- Directs and supervises the implementation, delivery, and support of college-wide telecommunications, network, server, and data center infrastructure services that are collaboratively designed by the senior IT division leadership team.
- Collaborates with the CIO, AVPs, Senior Group Managers and Group Managers to facilitate the design and architecture of college-wide telecommunications, network, server, and data center infrastructure services that are required to support the teaching, learning, research, and administrative functions of the college.
- Provides operational leadership and project management oversight for personnel, work, and projects that fall within the telecommunications, network, server, and data center areas; ensuring that these areas are managed in accordance with university policies and procedures.
- Provides statistical communication traffic data, interfaces with computer operations (MIS), maintains all vendor contacts for various communication services, and insures the overall college user satisfaction to the highest possible extent.
- Develops training programs for new employees, updates for existing employees and provides associated technical assistance as needed.
- Provides recommendations for planning and expansion.
- Develops and maintains operation documents with respect to performance, procedures, guidelines, schedules, traffic data, billing, and budget.
- Supervises the maintenance of documentation for all moves, adds and changes, the directory update and inventory maintenance.
- Performs related duties as required or deemed appropriate to accomplish assigned responsibilities and functions of the position

Knowledge, Skills and Abilities:

- Knowledge and understanding of College organization, goals and objectives, and policies and procedures.
- Knowledge of video conferencing technologies, Telephony, Voice Over Internet Protocol, Network Management and Monitoring and Telecom Services
- Knowledge of related voice, data, and video networking software.
- Knowledge of current techniques and hardware capabilities of a large-scale voice and data communications network environment.
- Knowledge of the current and developing technology found in large educational institutions and the related impact on infrastructure, services, and processes.
- Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community.
- Strong project management skills with the ability to ensure completion of department initiatives

and recommendations.

- Strong written and oral communication skills.
- Strong analytical skills and attention to detail.
- Ability to understand and clearly relate to other members of the organization, technical manuals, software specifications and general methods of network operations and security.
- Ability to apply effective leadership skill to direct multi-department technical and administrative staff. Routine contact is required with IT managers, subject matter experts and periodic contact is required with users.
- Ability to carry out supervisory responsibilities in accordance with the College's policies and applicable laws.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to effectively present technical information and respond to questions from groups of executives, managers, end users and non technical personnel.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to solve complex problems and deal with a variety of concrete and abstract variables in situations where only limited standardization exists.
- Ability to effectively present information to top management, IT personnel, and District organizations.
- Ability to work in a multi-ethnic and multi-cultural environment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must occasionally lift and/or move up to 25 pounds. The employee is frequently required to stand; walk; talk and hear; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

This function/position has been designated as "essential." This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover, and continue operations at the College.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor's degree in Computer Science, MIS, Information Technology or a related field and nine (9) years of progressive experience as a senior manager supervising a data center,

systems support, networking, and voice/data internal service organization.

- Must possess an understanding of current techniques and hardware capabilities of a large network environment preferably in a large educational institution.
- Must have functional knowledge of computer operations, security and database administration, server support, Quality Management, application programming, and software development methodology.
- Must also have a working knowledge of Microsoft Office applications to include Excel, PowerPoint, Project, Word, as well as email (Outlook) and Internet browser applications.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name